

Queens View Harbour Luxury Suites Care Home Service

72 Templehill
TROON
KA10 6BE

Telephone: 0141 942 9636

Type of inspection:
Unannounced

Completed on:
26 October 2023

Service provided by:
QVH Care Limited

Service provider number:
SP2020013621

Service no:
CS2021000138

About the service

Queens View Harbour Luxury Suites is a care home for older people situated near the centre of Troon, close to local transport links, shops and community services. The service provides nursing and residential care for up to 56 people.

The modern and purpose-built home is laid out over three floors. The ground floor provides a variety of communal facilities, including a cafe, bar, hairdresser, family dining room and sleepover room for visitors.

People can also access a very well designed and inviting garden space from there.

The two upper floors are divided into four small units, although people can move as freely as they wish between them. This offers people a variety of lounges, balconies and dining rooms, of which many offer views across the Firth of Clyde and the Isle of Arran. Each bedroom has an en suite toilet and shower.

About the inspection

This was an unannounced inspection which took place on 24 and 25 October, between 09:30-16:30. The inspection was carried out by one inspector and one volunteer inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with 11 people using the service and six of their families
- spoke with 10 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

The service currently supports 54 people.

Key messages

- Staff and people living at Queens view harbour had good relationships.
- Staff cared for people with kindness and compassion. They had developed warm relationships with the people they support.
- People spoke very positively about the care and support they received.
- People received reliable and consistent support from a familiar staff team with whom they had positive, trusting and caring relationships.
- Family members felt involved and well informed, telling us they were very satisfied with the standard of care and support provided.
- People were supported to maintain their independence, social connections and links with their local community.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

| | |
|--|---------------|
| How well do we support people's wellbeing? | 5 - Very Good |
| How good is our leadership? | 5 - Very Good |
| How well is our care and support planned? | 5 - Very Good |

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We evaluated this key question as very good, as there were a number of identified strengths which outweighed any areas for improvement.

People were being supported by a staff team that knew them well and how they preferred to be supported and cared for. There were lots of warm and friendly interactions. We also observed nice, kind and thoughtful interactions throughout our inspection. We saw sensitive conversations take place when people were approached.

People looked comfortable and very well presented. We saw people enjoying the hair salon. People experienced support that promoted their independence, dignity, privacy and choice. They felt connected, as they were enabled to maintain and develop relationships within and outside the care home. People told us they were happy living here, comments included, "The staff are all very friendly and caring" "Excellent and do their best" "Well looked after, it's lovely living here." "It took a while to settle in, feel they are more proactive now." "Staff talk to you, it's like home from home." "They are very caring about the extended family too." "There are a good range of activities." "We enjoyed the entertainment and a few Aperitifs." "The garden is lovely." "One big family, open door policy." "Manager is approachable, very good to talk to." "The staff do somersaults to get things right."

The service had a planned programme of activities available for people. This included external entertainers and exercise groups visiting the service. Good records were kept about people's interests, choices, they're enjoyment and participating in activities and events. This meant that activities on offer were based on people's individual and group preferences.

Staff supported people to use technology to contact families who lived far away or were unable to visit. The service had a Facebook page which kept relatives up-to-date with events taking place in the care home. Families appreciated having this facility and enjoyed seeing their loved ones enjoying the various activities on offer. Special occasions were celebrated, and families were welcomed and encouraged to visit. The private dining room was well used for such occasions.

Mealtimes were pleasant and people experienced an unhurried, relaxed atmosphere. For those who needed assistance this was well planned and provided in a sensitive way. Staff were alert to the importance of keeping people hydrated, ensured that people had access to fluids and were regularly encouraged to drink.

We heard mixed feedback about the food, some people expected fine dining, whereas others wanted more traditional fayre. The manager and chef had worked hard to improve this by including those who were not satisfied; they have had food focus meetings and involved people in menu planning. Our observations were that there was always a good choice of food on the menu and the food was very well presented.

Healthcare was managed well, and the service had very good relationships with external healthcare professionals. Staff were proactive in highlighting any concerns about people's health care and made appropriate referrals timeously. This meant people received the right care and support at the right time. Care staff had access to all relevant documents and were able to update communication, care and support records. Care plans had good, detailed information of how best to support the person's health and care needs to a very good standard.

How good is our leadership?**5 - Very Good**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

We reviewed the services improvement plan. This clearly showed how the service planned to improve areas within the service, examples included: administration of medication, support planning, care reviews, staff training and supervision. This meant that the management team had a clear understanding of where the service needed to improve, and what they were doing well.

Our evaluation was supported by the very positive feedback we received from residents, families and staff. Taken together with our assessments, this showed that the manager provided clear and consistent leadership to promote an inclusive and person-centred culture of care that achieved good outcomes for people. A relative said "The staff have been amazing; they know mum so well." "We are kept updated, honestly not seen better care and attention."

Manager and senior staff were proactive, open to new ideas and provided leadership to drive improvements and to maintain good standards. Regular audits and checks were in place. As a result, key areas of practice, like medication, health and care planning were robust and safe.

Staff we spoke to said they had regular supervision with their manager, this was a two-way process of giving and receiving feedback on progress or areas to develop.

We saw staff competency checks on areas of care and support, this ensured that good practice was in place to continue to improve the outcomes for people.

Leaders empowered others to become involved in quality assurance systems and activities; this promoted responsibility and accountability.

Staff enjoyed working here, they told us "I absolutely love my job." "It's a brilliant place to work, we are such a great team." "It means a lot to have a supportive manager, this means that everyone joins in." "I love working here, it's a great atmosphere." "I have had lots of training to do my role and feel that I have learned and progressed in my time here." "The managers are really supportive and it's a good culture." "I love working here, the residents are great; the managers are so supportive."

Manager and senior staff supported our inspection very well and were very receptive to suggestions for minor improvements. People benefitted from the positive and professional attitude of leaders who were striving to provide good outcomes for people.

How well is our care and support planned?**5 - Very Good**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

We found that people's care plans were detailed and focussed on their individual needs, preferences and abilities. There was good evidence that each plan was regularly reviewed, updated and added to. This helped to keep plans dynamic, relevant and effective.

Clearly formulated personal outcomes help to ensure that assessments and plans are focussed on people's abilities, wishes and aspirations. Defined personal outcomes can also help staff to evaluate if people get the right support and are able to get the most out of life in the home.

We found that the care plans contained very good, person-centred information and that staff knew each person and their family very well. This meant that staff knew personal outcomes each person wanted to achieve.

People told us that they were involved in informing and updating their care plans. Where people were not fully able to express their wishes and preferences, individuals who are important to them, or have legal authority, are involved in shaping and directing the care and support plans.

People confirmed that there were regular care reviews; we saw that they were done six-monthly. People also felt that the good exchange of information during visits or phone calls, this helped them to stay informed and feel involved on an ongoing basis.

Supporting legal documentation was in place where appropriate, which protects and upholds people's rights.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support people to experience consistently good outcomes the provider should improve people's personal plans. This should include, but not be limited to, care plans including well formulated personal outcomes and regular meaningful evaluations which clearly establish if these outcomes were met or not.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

This area for improvement was made on 26 August 2022.

Action taken since then

People experience consistently good outcomes with improved care plans, they now include personal outcomes and meaningful evaluations are done regularly. This clearly establish if these outcomes were met for people or not and any changes required.

Care plans are more detailed now and therefore more outcomes focussed and staff are aware how they should support the person to achieve them. The named nurse for each person evaluates care plans monthly to assess how that outcome is being worked towards. It is important to capture the impact each outcome has for the person.

This area for improvement has been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

| | |
|--|---------------|
| How well do we support people's wellbeing? | 5 - Very Good |
| 1.1 People experience compassion, dignity and respect | 5 - Very Good |
| 1.2 People get the most out of life | 5 - Very Good |
| 1.3 People's health and wellbeing benefits from their care and support | 5 - Very Good |

| | |
|---|---------------|
| How good is our leadership? | 5 - Very Good |
| 2.2 Quality assurance and improvement is led well | 5 - Very Good |

| | |
|--|---------------|
| How well is our care and support planned? | 5 - Very Good |
| 5.1 Assessment and personal planning reflects people's outcomes and wishes | 5 - Very Good |

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.